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# Example of Desk Analyst Job Description

Our company is hiring for a desk analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for desk analyst

* Adhering to complex processes and procedures
* Ensuring Knowledge Base articles are regularly reviewed and updated
* Training and mentoring new starters and acting as an ongoing point of escalation
* Install, configure, maintain, and troubleshoot computer applications and ensure they are fully functional
* Respond to telephone and e-mail messages from users reporting computer related issues
* To provide a call-answering and logging function for the FSA
* To carry out a wide range of fixes for those FSA where there is the requirement to do so
* Acting as a single point of contact for all users
* Responsible for logging IT, E-mail, and telephony queries into Incident Management System (ServiceNow)
* To identify priority calls and highlight potential problems to make sure that we constantly achieve tight SLA's and KPI's

## Qualifications for desk analyst

* An ITIL v3 foundation level qualification or similar
* Knowledge of our ITIL framework and ideally Service Now or a similar logging or workflow management system
* TSA clearance or transferrable DHS component clearance required to expedite onboarding
* A logical and structured approach in your thinking would be helpful, being able to carefully follow policy and procedure to methodically handle/resolve issues
* Candidate must possess at least a Diploma, Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree, any field preferabaly in IT
* Minimum 1 year relevant experience required